MANIPUR GAZETTE

E X T R A O R D I N A R Y
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OFFICE OF THE
IMPHAL MUNICIPAL CORPORATION: MANIPUR

N O T I F I C A T I O N

Imphal, the 4th September, 2025

No. 5/54/2025-IMC: It is hereby notified for general information that the *Service Level Benchmark* of this Corporation for maintaining the standards of delivery in basic essential services such as **Water Supply, Sewerage, Solid Waste Management, and Storm Water Drainage** for the years **2020-21 to 2025-26** is hereby published, as given in the *Annexure*.

K. CHANDRAKUMAR SINGH,
Municipal Commissioner,
Imphal Municipal Corporation.

Water Supply Services (Water Supply Maintenance Division No. I)							
Sl. No.	**Service Level Indicator**	**Service Level Bench Mark**	**Year**				
			2021-22	**2022-23**	**2023-24**	**2024-25**	**2025-26**
1.	**Coverage of water supply connections**	100%	80%	80%	80%	80%	80%
2.	**Per capita supply of water**	135 lpcd	135 lpcd	135 lpcd	135 lpcd	135 lpcd	135 lpcd
3.	**Extent of metering of water connections**	100%	5%	30%	50%	60%	77%
4.	**Extent of Non-Revenue Water (NRW)**	20%	40%	40%	35%	33%	30%
5.	**Continuity of water supply**	24 hrs	1.5 hrs	1.5 hrs	2 hrs	2.5 hrs	3hrs
6.	**Quality of water supplied**	100%	100%	100%	100%	100%	100%
7.	**Efficiency in redressal of customer complaints**	80%	75%	78%	80%	85%	90%
8.	**Cost recovery in water supply services**	100%	18%	19.30%	15.68%	20.67%	9%
9.	**Efficiency in collection of water supply related charges**	90%	18%	19.30%	15.68%	20.67%	9%

Water Supply Services (Water Supply Maintenance Division No. II)							
Sl. No.	**Service Level Indicator**	**Service Level Bench Mark**	**Year**				
			2021-22	**2022-23**	**2023-24**	**2024-25**	**2025-26**
1.	**Coverage of water supply connections**	100%	54%	63%	75%	85%	91%
2.	**Per capita supply of water**	135 lpcd	135 lpcd	135 lpcd	135 lpcd	135 lpcd	135 lpcd
3.	**Extent of metering of water connections**	100%	0%	30%	60%	80%	95%
4.	**Extent of Non-Revenue Water (NRW)**	20%	-	40%	40%	30%	30%

5.	**Continuity of water supply**	24 hrs	Alternate days (1.5 hrs)	Alternate days (1.5 hrs)	Alternate days (1.5 hrs)	Alternate days (1.5 hrs)	Alternate days (1.5 hrs)
6.	**Quality of water supplied**	100%	100%	100%	100%	100%	100%
7.	**Efficiency in redressal of customer complaints**	80%	100%	100%	100%	100%	100%
8.	**Cost recovery in water supply services**	100%	18%	39%	33%	51%	9%
9.	**Efficiency in collection of water supply related charges**	90%	18%	39%	33%	51%	9%

Sewage Management (Sewerage and Sanitation)							
Sl. No.	**Service Level Indicator**	**Service Level Bench Mark**	**Year**				
			2021-22	**2022-23**	**2023-24**	**2024-25**	**2025-26**
1	Efficiency in collection of waste water charges	100%	Nil	19%	4.4%	7%	7.8%
2	Coverage of waste water network services	100%	60%	70%	75%	85%	86%
3	Extent of cost recovery in waste water management	100%	Nil	19%	4.4%	7%	7.8%
4	Coverage of toilets	100%	51.23%	79.46%	85%	89%	90%
5	Collection efficiency of waste water network	100%	55%	65%	72%	81%	86%
6	Adequacy of waste water treatment capacity	100%	100%	100%	100%	100%	100%
7	Quality of waste water treatment	100%	92%	93%	95%	95%	95%
8	Extent of reuse and recycling of waste water	20%	Nil	Nil	Nil	Nil	Nil

9	Efficiency in redressal of customer complaints	80%	80%	80%	80%	80%	80%

Sl. No.	Service Level Indicator	Service Level Bench Mark	Year				
			2021-22	2022-23	2023-24	2024-25	2025-26
1	Extent of municipal solid waste recovered	80%	55	58	64	68	70
2	Household level coverage of solid waste management services	100%	45	50	55	58	60
3	Extent of cost recovery in SWM services	100%	10	15	18	20	25
4	Efficiency of collection of municipal solid waste	100%	20	22	25	32	35
5	Extent of segregation of municipal solid waste	100%	3	5	7	10	15
6	Extent of scientific disposal of municipal solid waste	100%	0	5	10	15	20
7	Efficiency of collection of SWM related user charges	90%	20	25	30	35	40
8	Efficiency in redressal of customer complaints	80%	50	55	58	60	65

Storm Water Drainage							
Sl. No.	**Service Level Indicator**	**Service Level Bench Mark**	**Year**				
			2021-22	**2022-23**	**2023-24**	**2024-25**	**2025-26**
1	Coverage of Storm Water Drainage Network	100%	NA	NA	NA	NA	NA
2	Incidence of water logging	0%	NA	NA	NA	NA	NA

K. CHANDRAKUMAR SINGH,
Municipal Commissioner,
Imphal Municipal Corporation.

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